COMMUNICATIONS, COMPUTER AND
VISUAL INFORMATION SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This instruction implements Air Force Policy Directive 33-1, *Command, Control, Communications and Computer (C4) Systems*. It contains local base policies and procedures for acquiring and using communications and computer services provided by the Kirtland Air Force Base (KAFB) Communications Squadron. It outlines and defines what type of communications, computer and multimedia services are available and provides instructions on how to acquire them. It applies to all organizations on Kirtland AFB that have or anticipate a need for communications and computer services.

SUMMARY OF REVISIONS

This instruction has been totally revised.

Chapter 1

RESPONSIBILITIES AND DUTIES

1.1. Communications & Information Systems Officer (CSO). The CSO will manage and direct communications and computer systems services for customers on Kirtland AFB. The CSO is responsible for the continuing upkeep and upgrade of the communications infrastructure on Kirtland AFB. Common-use command, control, communications, and computer (C4) infrastructure, once commissioned, becomes the operation and maintenance (O&M) responsibility of the CSO. This policy is non-negotiable regardless of who funded the new or upgraded C4 system.

1.1.1. The 377th Communications Squadron (377 CS) commander is the communication & information system officer. He is also the Kirtland AFB authority for reviewing, costing, and certifying that a C4 requirement meets architecture parameters.

1.2. C4 Team. The C4 team will provide communications and computer systems, and visual information services to Kirtland AFB customers. Chapters 2 through 5 of this instruction defines and outlines the sources provided.

1.3. Associate Unit Costs and Reimbursements. Wing Plans (377 ABW/XP) is the negotiating and coordinating authority for C4 support provided to associate units. Services provided will be as stated in the respective support agreements as will cost reimbursements, where appropriate.

1.4. Unit Responsibilities. Each unit in the 377th Air Base Wing (377 ABW) and each associate unit on Kirtland AFB will:

1.4.1. Formally appoint a primary and alternate telecommunications control officer (TCO) to act on behalf of and for the appointing organization's communications and computer matters.

1.4.2. Provide reimbursement for telephone services as outlined in Chapter 4.

1.5. Telecommunications Control Officers (TCO) will:

1.5.1. Act as the focal point for matters related to communications and computer systems requirements of her or his assigned organization. This includes communications and computer systems requirements of government contractors.

1.5.2. Provide the CSO a copy of the initial or annually updated appointment letter and DD Form 577**, Signature Card.**

1.5.3. Review, coordinate, and validate communications and computer systems requirements documents (CSRD) within the organization before forwarding them to the CSO for implementation.

1.5.4. Maintain a database of all telephone numbers assigned to the organization's customer telephone account.

1.5.5. Discourage organization customers from using commercial toll calls as a means of placing long distance calls, except in cases of emergency or situational requirements

1.5.6. Provide timely notification of new C4 service when a requirement becomes known. This includes C4 requirements associated with construction of new facilities or remodeling projects.

1.5.7. Identify C4 requirements to the engineering or architect agency doing new construction or remodeling, e.g., base Civil Engineers (CE) or Corps of Engineers, etc.

1.5.8. Turn in excess telephone equipment to the base telephone office.

Chapter 2

BASE-LEVEL PLANNING AND IMPLEMENTATION

2.1. Applicability and Scope. AFI 33-104, *Base-Level Planning and Implementation*, provides information on base-level planning and implementation of C4 systems. It is primarily directed at the C4 systems developer, but it also describes the C4 systems customer responsibilities in the planning and implementation process. The following pertains to:

2.1.1. C4 systems developers assigned to the 377th Communications Squadron (CS), Plans and Implementation Flight (SCX).

2.1.2. C4 systems customers on Kirtland AFB who require, plan, install, modify, or remove C4 systems provided by the 377 CS.

2.2. C4 Systems Base-Level Planning and Information.

2.2.1. The base C4 Plans and Implementation Flight systems developers will:

2.2.1.1. Accept C4 systems requirements from the Requirements Office on an AF Form 3215, *C4 Systems Requirements Document* (**C4SRD**). SCX will use the Air Force C4 systems development process to accomplish the requirements that cannot be met by the 377th Communications Squadron.

2.2.1.2. Place approved, validated, funded and future requirements on the base communications and computer systems (C-CS) comprehensive blueprint and the Headquarters Air Force Material Command (AFMC) Production Plan.

2.2.1.3. Process the customers' C4 requirements through commissioning and acceptance or cancellation.

2.2.1.4. Provide courtesy copies of all correspondence related to the customers' C4 requirements from concept through commissioning and acceptance. This includes processes such as the technical solution, validation, costing, acquisition, and engineering and installation.

2.2.1.5. Forward Communications Systems Information Records (CSIR) drawings to the Engineering and Installation Agency for correction or update.

2.2.1.6. File corrected, as-built drawings and close out each project.

2.2.2. The customer will:

2.2.2.1. Act as liaison and point of contact between the C4 systems customer and the C4 systems developer.

2.2.2.2. Identify and make known the C4 requirements on a C4SRD. Clearly state C4 requirements that cannot be met with a nonmaterial solution such as changing their tactics, operational doctrine, training, policy or procedures.

2.2.2.3. Decide on a new or upgraded C4 project, validate the requirement and forward it to the CSO for action.

2.2.2.4. Maintain a C4 project case file on events and correspondence related to sponsored projects through to completion or cancellation.

2.2.2.5. Arrange funding for customer-driven common user or dedicated C4 systems.

2.2.2.6. Initiate CE work requests for allied support that may be called for in the project support agreement letter or statement of work.

2.2.2.7. Process C4 projects final acceptance certificates through cognizant organization or unit authority for signature.

2.2.2.8. Close out project case file.

2.3. C4 Systems Base-Level Integration.

2.3.1. The Kirtland AFB C4 Systems Blueprint is the planning document used in maintaining the current infrastructure model and future requirements development. C4SRDs are not required for future C4 systems requirements identified in the blueprint.

2.3.2. The C4 systems developer will:

2.3.2.1. Initiate and track base Civil Engineers (BCE) work requests for common user related C4 systems infrastructure to include allied support identified in project support agreement letters or statements of work.

2.3.2.2. Ensure the customer arranges for the formulation and submission of BCE work requests associated with allied support required in the customer-owned facilities.

2.3.3. The customer will:

2.3.3.1. Act as liaison between the C4 systems developers and the BCE for matters related to dedicated allied support requirements.

2.3.3.2. Initiate and track BCE work requests for dedicated customer C4 systems infrastructure. Include allied support identified in project support agreement letters or statements of work.

2.4. C4 Systems Implementation.

2.4.1. The customer will:

2.4.1.1. Develop and coordinate C4 systems requirements documents, mission-need statements, and operational requirements.

2.4.1.2. Validate changes to the original requirements.

2.4.1.3. Arrange for disposal of removed C4 equipment.

2.4.1.4. Participate in system testing and certification.

2.4.1.5. Customers requesting TDY support for installation of Communications-Computer System will provide transportation for Department of Defense (DoD) installation personnel using General Services Administration (GSA) or commercial rental vehicles when host base vehicles are not available.

2.5. Inspecting, Accepting, and Removing C4 Systems.

2.5.1. Acceptance Inspections. The operations and maintenance (O & M) and the installers will conduct inspections to ensure that hardware and software meet the technical performance standards identified in the project instructions or contractual documents.

2.5.2. Inspections will be conducted immediately after the hardware and software tests are completed.

2.5.3. Representatives of the user, operation and maintenance, and the electronic installation activities, as appropriate, perform the inspection. Other personnel may represent the implementing command, the requiring command, the C4 systems operation and maintenance (O&M) activity, BCE, and the contractor.

2.5.4. The system's O&M activity leads the inspection team. Program managers tailor the inspection to the particular system tested. The inspection team decides what to review, in what order, and how thorough each part of the inspection must be.

Chapter 3

COMMUNICATIONS AND DATA PROCESSING CENTER MANAGEMENT

3.1. Automatic Data Processing Equipment Management.

3.1.1. Each customer unit will designate, in writing, a primary and alternate automatic data processing equipment custodian (ADPEC) to screen computer requirements for their unit. The ADPEC will endorse the block entitled "User's Approval Authority" on the AF Form 3215, *C4 Systems Requirements Document* **(CSRD).**

3.1.2. The ADPEC will submit an AF Form 3215 when the need for new capabilities or an opportunity to replace an existing system with new and improved technology arises. The AF Form 3215 requirement also pertains to software, peripherals, and mainframe connectivity. The customer will route the CSRD through the ADPEC, who will review the requirement and sign prior to bringing it to the Base Network Control Center (377 CS/SCB). Base ADPE management (377 CS/SCBE) personnel will review the requirement, provide a technical solution, and return it to the ADPEC.

3.1.3. The customer will prepare An AF Form 9, *Request For Purchase*, and route it through the following offices in the order shown.

Requesting organization's resource advisor

377th Comptroller Squadron (377 CPTS/FMA)

Defense Accounting Office, Denver, Financial Services (DAO-DE-FS)

3.1.4. Do not process AF Form 9, **Request for Purchase,** ADPE for inventory accounts that are not up to date.

3.2. Computer Systems and Services.

3.2.1. Customers will deliver new acquisition ADPE to 377 CS/SCBE. SCBE will inventory and deliver their requirements to the customer via base supply. SCBE will enter the equipment into the Information Processing Management System (IPMS). The ADPEC will receive an inventory listing reflecting the new equipment. The automatic data processing equipment custodian must inventory, verify type, model, serial number, building and room numbers. He or she must sign and return the inventory to 377 CS/SCBE.

3.2.2. Requests for ADPE maintenance to the Air Force Network Control Center (AFNCC). The AFNCC will route fix action to the appropriate workcenter.

3.3. Networking.

3.3.1. The Communications Squadron Plans and Implementation Flight Network must accomplish the design, engineering, and planning. Installation of systems on the 377 ABW wide area network shall be the sole responsibility of the base Communications Squadron, Networking Office. The Networking Office will not support non-approved networks installed by customers.

3.3.2. Wing units requiring large numbers of customers to have access to the wing network will submit an AF Form 3215 to networking. The request must include a schematic, showing each customer's building location, office, office symbol, and name. The Computer Requirements Working Group

(CRWG) will prioritize these requests. Units will usually be required to fund new network segments for the wide area network depending on funding available to the Networking Office,

3.3.3. Wing personnel requiring individual access to the wing's wide area network will call the Kirtland Wide Area Network (KWAN) help desk for procedures to obtain this access (846-5926). KWAN will give customers access to the network e-mail system and, in most cases, access to the Internet depending on requirements.

3.3.4. Each individual requiring access to the wing's network must send an e-mail request to KWAN office. The supervisor for the individual must sign the authorization stating that the access is valid. These statements are available from the 377 CS Customer Service Center (846-5926).

3.3.5. Commercial off-the-shelf software (COTS). The Networking Shop will acquire and manage COTS for the 377 ABW wide area network. The network shop is solely responsible for defining the networking software packages, identifying a source (if software is proprietary), and conducting the entire acquisition process for all commercial off-the-shelf software.

    3.3.5.1. Software Development.

    3.3.5.2. Networking Office staff will conduct software development for the 377 ABW. This work will primarily consist of application systems for residence on the wing's wide area network. Software developed will comply with Air Force instructions as they apply to certain aspects of customer requirements and limitations of system life cycle. The Computer Requirements Working Group (CRWG) must approve and rank in priority the requirements for any software development. Customers will submit an AF Form 3215 for consideration of these systems and for approval by the Networking Office and prioritization by the CRWG.

    3.3.5.3. Networking Service will not support software development for mainframe systems. However, networking staff will try to solve problems with certain mainframe operational systems that are crucial for the operation of certain functions such as accounting and require maintenance only.

    3.3.5.4. The Networking Office will not support software development for non-networked, stand alone, personal computer (PC) systems unless these requirements are determined to be extremely urgent. Maintenance will not be available for these systems because there are currently no personal computer systems that are crucial and require the attention of the networking staff for problem resolution.

3.4. Computer Security.

3.4.1. The 377 ABW CSO is approval authority (DAA) at Kirtland AFB. The CSO holds primary responsibility for computer security (COMPUSEC) and approval authority to operate for all computer systems. All ADPE systems require DAA approval to operate **prior** to operation.

3.4.2. The base COMPUSEC manager (BCM) of the Base C4 Systems Security Office (BC4SSO), 377 CS/SCBE is responsible for the administration of the Kirtland AFB COMPUSEC program for the designated approval authority. The COMPUSEC manager, following applicable DoD , Air Force and KAFBI 33-201 guidance, provides COMPUSEC training in organizational administration to unit COMPUSEC managers (UCM). The BCM also makes available adequate COMPUSEC tools and methods, provides verification of the accreditation and implementation of COMPUSEC for all Kirt-

land AFB computer systems, disseminates downward directed major command and Air Force COM-PUSEC information and requirements, and promotes COMPUSEC awareness at all levels.

3.5. Communications-Computer Processing Centers.

3.5.1. Base Communications Center (BCC). The Kirtland BCC is the common-user automatic digital network (AUTODIN) for KAFB and is located in building 20604, 2000 Wyoming Boulevard SE. The BCC is manned between 0600-1800, Monday through Friday, closed weekends and federal holidays. For high-precedence message service after normal duty hours, contact the Kirtland Command Post.

3.5.2. Customer Responsibilities

3.5.2.1. The BCC will release messages only to those individuals with authority to receive them. Commanders will furnish the BCC with a message handling letter (MHL) which identifies person-nel authorized to receive unclassified or classified messages up to and including **SECRET** during duty hours.

3.5.2.1.1. The MHL will indicate the name, grade or rank, social security account number (SSAN), security clearance including limited distribution (**LIMDIS)** inspector general distri-bution (**INSPECDIS),** and duty and non-duty telephone numbers.

3.5.2.1.2. Commander must issue separate MHLs containing the same information for special category (**SPECAT) a**nd **TOP SECRET** messages. Commanders must indicate the **SPE-CAT** code words on the MHL, and the commanders **MUST** classify the message handling let-ter the same as the code words. Commanders must ensure these MHLs are updated semi-annually or whenever a change occurs. (Reference Kirtland BCC Customer Handbook for sample MHLs and instructions.)

3.5.2.2. When preparing messages in SARAH-Lite, it is best to save them to the hard disk and then copy to the SARAH-Lite diskette.

3.5.2.3. Base Information Transfer System (BITC). BITC will deliver routine unclassified mes-sages that do not need special handling. The commander of the addressed organization determines whether or not to use BITC and will indicate this on the MHL.

3.5.2.4. Base Communications Center (BCC) Responsibilities. If a BCC customer is connected to the Kirtland Wide Area Network (KWAN), BITC will deliver their unclassified messages to a single point of delivery for the unit on the KWAN. BCC normally delivers messages to two-letter staff office in the 377 ABW. BCC normally delivers messages for associate units to the adminis-trative section of the unit. BCC will deliver messages on floppy disk to BCC customers who are not connected to the KWAN. The BCC will give the choice of 3 1/2 inch or 5 1/4-inch diskettes. The first set is provided by the BCC. As the disks become unusable, the customer provides replacements. Customers receiving their messages through BITC will continue to receive paper copies. Customers will deliver classified messages on a red 3 1/2-inch disk unless customers sub-mit a waiver letter to the BCC to receive hard copy classified messages.

3.6. Air Force Network Control Center.

3.6.1. Data Processing Center.

3.6.1.1. System monitoring (SM) functions are defined in a service agreement with the Defense Megacenter (DMC) accessed by customers located on Kirtland AFB. The DMC is located in San

Antonio, Texas. Kirtland system monitoring is located in Building 20604, 2000 Wyoming Boulevard SE. Customer service hours are from 0700-1530, Monday through Friday.

3.6.1.2. The Kirtland SM provides assistance to customers in resolving data product errors, specific product design, establishing delivery schedules, troubleshooting, isolating, repairing, and reporting faults with the base-level extension of the regional computing environment. This activity is the logical interface between a remote processing center, the base's communications and computer system environment, and the long-haul transmission media.

3.6.1.3. Systems monitoring collects information that allows analysis of management data, including network events, traffic loss, thresholds exceeded, error rate, status of problems, etc.

3.6.1.4. Systems' monitoring provides security and site management (SIMAN) to include customers, access for transaction interface processing (TIP), demand users; and grants time-out extensions on user identifications.

3.6.1.5. Systems monitoring installs specific types of software on personal computers in support of a DCP40-less (Data Communications Processor) environment.

3.6.1.6. Systems monitoring uploads technical orders and triggers for address system.

3.6.1.7. Systems monitoring is the primary point of contact for problems concerning distributed print stations.

3.6.2. Radio Frequency Spectrum Management. The 377 ABW is responsible for providing radio frequency spectrum management for Kirtland AFB.

3.6.2.1. The base frequency manager:

3.6.2.1.1. Ensures users understand the authorized operating requirements for each of their assigned frequencies.

3.6.2.1.2. Maintains a current radio frequency authorization (RFA) listing.

3.6.2.1.3. Provides frequency management education to users.

3.6.2.1.4. Processes frequency action proposals and make sure they are submitted through correct channels using AFI 33-118, *Radio Frequency Spectrum Management*, and this instruction.

3.6.2.1.5. Provides frequent management help and guidance to host base and associate units.

3.6.2.1.6. Reviews base operation plans and C4 requirements documents and helps to acquire frequency support through command channels.

3.6.2.2. Customers operating or planning to operate an Air Force transmitter or receiver will:

3.6.2.2.1. Obtain a frequency authorization from the base frequency manager prior to acquiring or using any equipment that intentionally transmits or receives radio frequency (RF) energy.

3.6.2.2.2. Coordinate frequency actions in advance with the base frequency manager.

3.6.2.2.3. Provide all information necessary to process standard frequency action format (SFAF) requests.

3.7. Communications and Computer Service Requests.

3.7.1. Customers must submit an AF Form 3215 (or automated equivalent provided by the Communications Squadron communications) for any computer service request (C4SRD) to SCX. A designated unit TCO must approve C4 requests before customers submit them to the Requirements Office.

3.7.2. The customer will provide the following:

3.7.2.1. An accurate and complete description of the requirement; drawings and continuation sheets, if required.

3.7.2.2. Originator of the requirement to include name, office symbol, and duty telephone.

3.7.2.3. Point of contact to include name, office symbol, and duty telephone.

3.7.2.4. Unit representative's name, office symbol, duty telephone, and account code.

3.7.2.5. Proposed operational date (POD) for base-level requirements or required operational date (ROD) for major command-or higher-directed requirements.

3.7.2.6. A brief and accurate justification.

3.7.2.7. Date the customer submits the requirement.

3.7.2.8. Original and two copies of the C4 requirement.

3.7.3. The unit TCO will be responsible for:

3.7.3.1. Coordinating with the Communications Squadron for all training needed to perform their duties.

3.7.3.2. Educating all unit personnel on the proper procedures for submitting C4 requests.

3.7.3.3. Validating and approving all unit requirements before submittal to the Requirements Office.

3.7.3.4. Acting as the focal point for all unit personnel to obtain status of C4 requirements.

3.7.3.5. Tracking all C4 requirements through the AFNCC.

3.7.3.6. Providing their unit personnel with current working status as obtained from the AFNCC.

3.7.4. The Requirements Office will:

3.7.4.1. Provide technical assistance and training for unit representatives when requested.

3.7.4.2. Process all C4 requirements and provide unit representatives with tracking numbers.

3.7.4.3. Assist customers in ensuring C4 requirements are correctly and accurately completed.

3.7.4.4. Provide updates to the unit representative on priority C4 requirements in a timely manner.

3.7.4.5. Provide current status of routine C4 requirements as requested.

3.8. COMSEC User Requirements.

3.8.1. User organizations will be responsible for the following:

3.8.1.1. The Unit Commander will appoint, in writing, a primary communications security responsible officer (CRO) and alternate.

3.8.1.2. The CRO will establish a sub-account to include all proper communications security (COMSEC) documentation, emergency action plans (EAP), and operating instructions (OI).

3.8.1.3. The CRO will request, in writing, all material required for the user organization.

3.8.1.4. The CRO will be responsible for safeguarding, inventory, distribution, and required destruction of all COMSEC material issued by the base COMSEC account according to guidance provided in AFI 33-211, *Communications Security (COMSEC) User Requirements.*

3.8.1.5. The CRO will requisition all cryptographic equipment items required for secure communications.

3.8.2. The base COMSEC account will be responsible for the following:

3.8.2.1. Requisition and distribution of all COMSEC material required by user organizations once sub-accounts are established.

3.8.2.2. Coordination of sub-account documentation to include emergency action plans, local operating instructions, and training certification of all CROs.

3.8.2.3. Increase, decrease, transfer, or new material requirements identified by sub-account CROs.

3.8.2.4. Semi-annual inspection of all sub-accounts according to AFI 33-213, *Communications Security (COMSEC) Functional Review Program.*

3.8.3. In addition to COMSEC material, customers will process all requests for secure telephone unit, third generation (STU-III) key requirements through the COMSEC account.

Chapter 4

TELEPHONE SYSTEMS AND SERVICES

4.1. Security. Telephones are subject to monitoring at all times. Use of any government telephone constitutes consent to monitoring. **Do not discuss classified information over the telephone.**

4.2. Telephone Service for Contractors .

4.2.1. Government contractors performing service and work on Kirtland AFB will get authorization from the Kirtland Contracting Office; they must stipulate provisions for this service in each contract.

4.2.2. Government provided telephone lines to contractors is defined as the same common user service afforded to government entities on Kirtland AFB. Type of service may be either multi-line or single-line depending on the telephone equipment existing in facilities that contractors occupy. The agency funding the contract will reimburse the 377 ABW for telephone services provided. The government will base reimbursement on the local communications company tariffs per telephone line.

4.2.3. The 377th Communications Squadron (377 CS) will provide telephone equipment to contractors equivalent to what is provided to government offices and will limit equipment to what is available in bench stock. The sponsoring agency will pay for enhanced telephone features provided to contractors. This includes items such as: over six-button telephone instruments, telephones with speaker phones, answering machines, FAX machines, secure voice instruments, and pagers.

4.2.4. 377 CS will limit government-provided class of service to Kirtland AFB and the local Albuquerque calling area for contractors requesting service. The contract administrator will determine the class of service that provides any one or both options.

4.2.5. 377 CS will not issue or allow government telephone calling cards to contractors. Contractors are required to use their own company or personal credit cards to conduct other-than-contract-related government business over long distance lines.

4.2.6. The CSO will channel all contract-related communications support matters through the respective telecommunications control officer (TCO).

4.2.7. The Telecommunications Control Officer (TCO) will:

4.2.7.1. Act as liaison between their respective contractors and the CSO.

4.2.7.2. Serve as focal point for requesting new telephone service and equipment and for ordering relocations or removals.

4.3. Telephone Billing Policies and Procedures.

4.3.1. There are two channels of responsibility in verifying and certifying telephone bills as official. The TCO verifies telephone bills as official, due, and payable, to the communication & information systems officer (CSO). The CSO certifies bills as official and payable to the base Finance Office.

4.3.2. Telephone bills are received from commercial vendors for services provided to and for Kirtland AFB customers.

4.3.3. The purpose for verification and certification of each telephone bill is to ensure billed telephone service is of an official nature. The CSO will ensure individuals are billed for long distance

calls that are unofficial, when the offender is known. If the CSO cannot verify bills or long distance calls as official, the KAFB telephone billing office will, where warranted, negotiate with the vendor for billing credit. The CSO will ensure that the unit owning the telephone numbers where the calls originate is billed for telephone calls that cannot be negotiated for credit.

4.3.4. Kirtland AFB Policy and Standards for Verification, Certification, and Payment of Commercial Telephone Bills.

4.3.4.1. The Kirtland AFB Telephone Billing Office will:

4.3.4.1.1. Sort and distribute each telephone bill to the responsible unit TCOs.

4.3.4.1.2. Certify for payment each telephone bill verified by the unit TCOs.

4.3.4.1.3. Negotiate unofficial use with the vendor for billing credit.

4.3.4.1.4. Prepare cash collection vouchers for reimbursement to the government for identified unofficial use. Reimbursement is made to the Kirtland AFB Accounting and Finance Office.

4.3.4.1.5. Bill each customer for official long distance calls, Federal Telephone System (FTS), and commercial toll calls made from their assigned telephone lines. This includes unofficial calls when credit is not achieved.

4.3.4.2. TCOs will:

4.3.4.2.1. Arrange for and provide the CSO with a fund cite for use in payment of long distance service used.

4.3.4.2.2. Review their TCO account telephone bills to determine if they contain charges for government official use service only.

4.3.4.2.3. Do judgmental sampling or 100 percent verification to ensure all long distance calls listed on the FTS bill are official (See AFI 33-111, *Telephone Systems Management)*. Report unofficial use or fraud waste and abuse to the Telephone Billing Office.

4.3.4.2.4. Participate in the process that would cause reimbursement to the government for unofficial long distance calls placed by individuals in her or his organization.

4.3.4.2.5. Where known, identify the person making unofficial long distance calls. Provide their name, rank, and social security account number (SSAN) to the Telephone Billing Office. The Telephone Billing Office will prepare the cash collection voucher and give instructions individuals responsible on the method reimbursement is to be made.

4.3.4.2.6. Make known to their constituents that they will be billed for unofficial calls placed over government-provided telephone lines.

4.3.4.2.7. Make known to their constituents that unofficial use of government telephone systems is punishable under the Uniform Code of Military Justice (UCMJ) for military personnel and the applicable US code for federal civil service personnel.

4.3.4.2.8. After reviewing each telephone bill, return the verification statement and findings to the Telephone Billing Office within 15 working days.

4.4. Telephone Directories.

4.4.1. Commercial Telephone Directories.

4.4.1.1. The Communications Squadron acts as liaison between government units on Kirtland AFB and the local telephone company for distribution of commercial telephone directories. This includes receiving the directories from the vendor and making announcements of their availability for pick up.

4.4.1.2. TCOs are responsible for arranging the pickup and delivery of the commercial telephone directories from the announced distribution point to their units.

Chapter 5

VISUAL INFORMATION MANAGEMENT

5.1. Visual Information Management.

5.1.1. The Support Flight chief serves as the base visual information manager (BVIM).

5.1.2. Wing Plans must coordinate on any proposed support agreements for audiovisual support through Wing Plans (377 ABW/XP).

5.2. Audiovisual Request Priorities . The Support Flight will accomplish all equal-priority requests on a first-come, first-served basis. The following are the guidelines for audiovisual request priorities:

5.2.1. Priority 1: Emergency requests where time is of the essence, e.g., aircraft accidents, accident investigation boards, intelligence collection, base disasters, other serious accidents or incidents. These requests will preempt all other priority work.

5.2.2. Priority 2: Requests bound by time constraints, e.g., briefing materials, public affairs (PA) photo support, security forces or Office of Special Investigation (OSI) of a non emergency nature. The Support Flight will have 3 to 5 workdays to finish these products. Complex projects may require more time; therefore, customers should coordinate them well in advance.

5.2.3. Priority 3: The Support Flight will have 10 workdays to complete all requests of a recurring nature that can be planned in advance, e.g., awards ceremonies, charts, name tags for briefing rooms, etc. Coordinate complex requirements with the appropriate multimedia supervisor.

5.3. Base Visual Information Support Center. The Support Flight .(377 CS/SCS) manages the Base Visual Information Support Center (BVISC). For information pertaining to audiovisual products or services not covered by the BVISC definition, (e.g., motion picture, television, still documentation and audiovisual production), contact 377 CS/SCS.

5.4. Photographic Laboratory . Contact the Photographic Laboratory (377 CS/SCVP) for still photographic support during duty hours (0715-1600). For emergency still photographic support after 1600, contact the Kirtland Command Post and request the alert photographer. Units are encouraged to combine promotion and personnel recognition ceremonies into a single monthly event to permit optimum use of photographers. The Photographic Laboratory will provide recognition ceremony coverage on a first-come, first-served basis within the structure of a Priority 3 request.

5.5. Presentation Services . Presentation services are not available.

5.6. Customer Service . The customer service function will notify customers when their finished products are ready for pickup. Individuals requesting classified products must have a DD Form 577**, Signature Card**, on file at the BVISC before customer service can release them.

5.7. Archives . Organizations having visual information products worthy of submission to the archives should contact the base visual information manager.

                              JON A. GARDNER,   Lt Col, USAF
                              Base Communications Officer

Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS AND TERMS

References

AFPD 33-1, *Command, Control, Communications and computer (C4) Systems*

AFI 33-101, *Command, Control, Communications and Computer Systems Management Guidance and Responsibilities*

AFI 33-103, *Requirements Development and Processing*

AFI 33-104, *Base-Level Planning and Implementation*

AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios and the Military-Affiliate Radio System*

AFI 33-111, *Telephone Systems Management*

AFI 33-112, *Automatic Data Processing Equipment (ADPE) Management*

AFI 33-113, *Telecommunication Centers and Data Processing Centers Management*

AFI 33-114, *Software Management*

AFI 33-115, *Networks Management*

AFI 33-116, *Long-Haul Telecommunications Management*

AFI 33-117, *Visual Information (VI) Management*

AFI 33-118, *Radio Frequency Spectrum Management*

AFI 33-210, *Cryptographic Access*

AFI 33-211, *Communications Security (COMSEC) User Requirements*

KAFBI 33-201, *Computer Security*

Abbreviations, Acronyms and Terms

ADPE - Automatic data processing equipment.

ADPEC - Automatic data processing equipment custodian.

BCM - Base COMPUSEC manager

CSO - Communications & Information Systems officer. The 377th Communications Squadron Commander is the Kirtland AFB communications officer.

AFNCC Air Force Network Control Center.

C4 - Command, control, communications, and computers.

C4 Team - 377th Communications Squadron CC plus SCM, SCS, SCX, SCV.

C4SRD - Command, control, communications, and computer systems requirements document.

COTS - Commercial off-the-shelf.

COMPUSEC - Computer security

COMSEC - Communications security.

CRWG - Computer Requirements Working Group.

CSRD - AF Form 3215**, C4 Systems Requirements Document**--Form used to identify communications and computer requirements.

Customer - Anyone working in any Air Force organization and their contractors who reside on Kirtland AFB.

DSN - Defense Switched Network. A government-leased, long-distance telephone network connecting Department of Defense installations worldwide.

FTS - Federal Telephone System. A government-leased, long-distance telephone service that allows placement of telephone calls to any of the 50 United States and Guam.

HF - High frequency.

IPMS - Information Processing Management System.

KWAN- Kirtland Wide Area Network.

LAN- Local Area Network.

LMR - Land mobile radio.

MARS - Military-Affiliated Radio Systems.

OPR - Office of primary responsibility.

TCO - Telecommunications control officer. The authority for organizational liaison of telecommunications matters between a respective unit and the C4 Team.

Toll call - A commercial, long-distance telephone call placed over US West and long distance company trunks. Commercial toll calls are considerably more expensive than Defense Switched Network and Federal Telephone System.

VI - Visual information.

VTC - Video Teleconferencing Center.

VTS - Video Teleconferencing Systems.

WAN -Wide Area Network.